

EFFECTIVE

April 1, 2012.

Subject(s)

1. Emergency services.
2. Energy services.
3. Payments.

1) Emergency Services**ERM 209, Meeting Needs Beyond Ser Program Limits****Emergency Services (ES) Funds**

The hyperlink to the Contract Manual Program Standards has been removed. Policy has been updated to include ES covered services and unallowable services.

Reason: Consolidation of Information.

2) Energy Services**ERM 301, Energy Services**

Verification that the client has paid any shortfall and/or contribution must be obtained prior to the DHS payment being issued. If the client has entered into a payment agreement with the energy provider, an electronic verification from the provider, or the provider's secured website, indicating that the client has entered into a payment agreement, is acceptable verification that the client copay has been met. A copy must be placed in the case record.

Note: In the event that a subsequent application or service request is submitted, the worker must verify that the client has paid their shortfall and/or contribution amount since the date the arrangement was made and the DHS payment was authorized. If the client fails to pay their copayment through the payment arrangement, no additional energy-related SER payments can be authorized.

The specialist may only use a DHS-223, Documentation Record, for deliverable fuels, wood and other non-traditional heating source estimates or to clarify discrepancies. The DHS-223 may not be used as a verification source for natural gas, non-heat electric or other energy types that receive monthly statements and shut off notices.

The email address for Consumers Energy has been added to policy and should be used for account inquiries.

Reason: Policy update.

3) Payments

ERM 401, Payment History Corrections

The DHS-223, Documentation Record may only be used for deliverable fuels, wood and other non-traditional heating source estimates or to clarify discrepancies. The DHS-223 may not be used as a verification source for natural gas, non-heat electric or other energy types that receive monthly statements and shut off notices.

Payment history corrections and cap adjustment requests should be sent to the Program Policy mailbox, Policy-SER@michigan.gov.

The mailing address has been removed from policy.

Local office issuance is only allowed in instances when the provider has not yet been enrolled due to a delay in enrollment and requires approval by the program office.

Reason: Streamline process.

Communication Plan: FOA Memo.

**MANUAL
MAINTENANCE
INSTRUCTIONS**

Changed Items (content changes) ...

ERM 209

ERM 301

ERM 401